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# MINISTRY SERVICES



**Ministry of Industry and Tourism**  
**Ontario/Canada**



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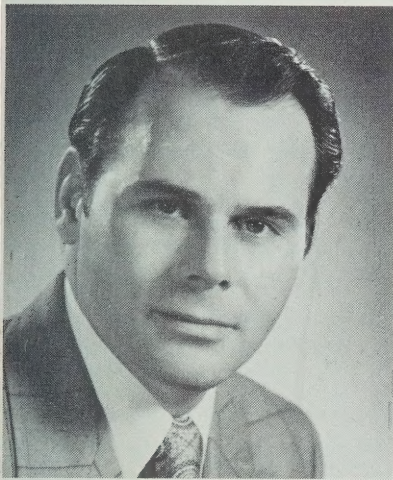




# working with you

CA2 ON IT

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This booklet contains the services of the Ministry of Industry and Tourism. These services are designed to contribute to your business success.

Our Ministry appreciates and recognizes the great contribution made by Industry and Trade to the progress of this Province. We both want a healthy climate for private enterprise in Ontario.

Some people are nervous about working with the government. Perhaps they feel it is "Big Government" trying to take over, telling them how to run their business. This attitude is unfortunate as there are tremendous services available. It is a lack of awareness.

We want you to be fully aware of this Ministry's free services. We are totally committed to answer your needs and work together where you feel we can contribute. That is the purpose and aim of the Ministry of Industry and Tourism.

Industry and trade are partners in the same economic function: the making and marketing of products and services in Ontario, by the people of Ontario, for consumption at home and around the world.

Tourism is a logical part of that same process. It is a two-billion-dollar industry in itself; it is the third largest source of Ontario's export earnings and gives direct or indirect employment to 150,000 people.

All the activities of the Ministry are designed to achieve these precise goals:

To build a strong, competitive base for manufacturing; increase exports and tourism revenue; develop the service industries; enhance the position of small business; develop innovation, technology, and good design; capitalize on the beneficial aspects of foreign investment in Ontario in accordance with government policy; increase the export of Ontario-made goods; and develop Ontario-owned international companies.

These are ambitious and large-scale objectives, but they are worthwhile ones. They are worth working for because they underlie the quality of life that the people of our Province are determined to enjoy.

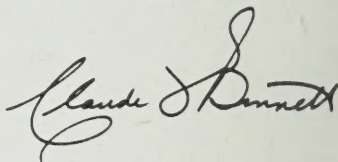
The Ministry can function at its optimum level of efficiency only if the Ontario business community is aware of the many services we offer and makes fullest use of them wherever they apply.

That is the purpose of this booklet: to give the Ontario businessman – and business people outside the Province – an awareness of how our Ministry is structured, what our services consist of, and how we are organized to deliver what we promise.

Our “headquarters” functions are divided into four groupings: Industry Services, Trade Services, Tourism Services and Financial Services – but, like all good business people, we believe in *bringing the product to the customer*. To accomplish this, we maintain 21 local Ministry Field Offices in six provincial areas, as well as offices in the United States, Latin America, Europe and the Far East. These offices give the businessman a point of contact with the Ministry *in his own local area*.

It is my hope that reading the contents of this booklet will give you a better insight into the ways the Ministry of Industry and Tourism can serve *you*.

*Working with you* is the way we like to do business.

A handwritten signature in dark ink, reading "Claude Bennett". The signature is fluid and cursive, with the first name "Claude" written in a larger, more prominent script than the last name "Bennett".

Claude Bennett  
Minister





# Industry services

**The objective: To assist and encourage development of manufacturing and service industries through the expansion of existing facilities and the establishment of new companies.**

Based on this underlying objective, the Ministry of Industry and Tourism views this field manual as a unique opportunity to present a clearly defined picture of the Division of Industry and the programs and services it offers to manufacturing and service companies now located or considering future location in Ontario.

With the idea of demonstrating, in a positive way, "what's in it for you" as a small businessman, as the president or general manager of a major manufacturing or supporting services organization, we outline our specific services and programs. Most of these have been developed to assist such companies to find new business opportunities, search out and apply new technology and processes, expand in Ontario and establish new production facilities. For companies and individual investors thinking about establishing new operations or expanding facilities in the Province, the Division offers a vast amount of up-to-date local information aimed at reducing costs and overall time for feasibility studies – thus speeding up decision-making.

The Industrial Development Branch of the Division has economic and geographic data for all parts of the Province at its fingertips. We can also develop data on trans-

portation, utilities and other services, material availability and sources as well as labor availability and rates.

Ontario Ministry of Industry and Tourism services are confidential and, whether you live in Ontario, another Province, or outside Canada, they are given without cost or obligation. We invite you to make full use of our "on-the-spot" business development services. A complete listing of the Ministry's offices throughout Ontario and abroad, is found on pages 20/25.

## Field Offices Service

On-site decision making, a policy adopted throughout the Ontario Government, has streamlined the Ministry's services. Responsibility for industrial service and development programs is in the hands of qualified field officers right in the areas where they are required. The division of the Province into six Operations Areas – each with area and district offices – means that Ministry field personnel as well as consultants for the Ontario Development Corporation, the Northern Ontario Development Corporation and the Eastern Ontario Development Corporation, are more accessible to businessmen in the Province.

# industry services

## Specialists Available

The Ministry's Industry Technology Branch, for example, is composed of technical specialists in a wide variety of disciplines related to major industry sectors. These experts will work closely with *your* company, helping *your* designers and production people keep pace with advances in technology and production processes.

Not only are they qualified to evaluate new material, products and processes developed in Canada and abroad that might have application in *your* company or industry, but they can also assist companies in a number of service areas.

Advice on more efficient plant layout, low-cost automation and better materials handling systems are a few of the profit-building services offered.

To meet the challenge for better energy management, in the face of shortages and increased costs, new programs have been devised, including a mobile, computer-equipped unit doing "on-the-spot" analyses, to assist in the rapid solution of problems you may have.



Allied to this effort is direct involvement in waste processing and recycling of the end products, achieving important economies of non-renewable resources and at the same time helping to provide an answer to the difficulties being encountered in waste disposal.

All of these are part of the everyday work of our industrial engineering consultants. Many Ontario companies are successful because of the innovative design ideas suggested by these specialists and incorporated into their products and processes.

## Technology Seminars

With the idea of making this expertise even more available at the local level, the Ministry conducts an ongoing program of one-day technology or product development seminars at centres across the Province. The program offers





local companies the opportunity to participate in group sessions on subjects ranging from product design and new materials to industrial engineering and manufacturing methods. Private consultations may be arranged with specialists in the wide variety of technical areas covered.

## **Urge Increased Productivity**

Faced with competitive economic pressures internationally, the Ministry has urged industry in the Province to adopt an "increased productivity" approach and a greater awareness of advanced material and manufacturing techniques and equipment technology.

## **Technology Missions Abroad**

Through Industrial Technology Development missions, Ontario industrialists are able to evaluate the latest product developments and advanced manufacturing methods being used by industry in other countries. Missions include visits to leading international expositions and conferences and tours of selected industrial facilities.

These missions provide opportunities to analyze production techniques, consider material applications, review in-plant training and study management methods. The program embraces several industry sectors each year — depending on the demonstrated needs and interests expressed by Ontario businessmen.

Exposure to this research has placed important commercial advantages in engineering, processing and manufacturing at the disposal of Ontario industry. This comes back to the Province in increased home and export sales, higher employment and all the other advantages of increased productivity.

# industry services

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## Library

Reference files on 141 countries are available for foreign market research at the Ministry of Industry and Tourism's Library. Enquiries are answered on international trade, technology, tourism, small business and related subjects.

Reference services include preparation of information kits on specific subjects, such as new product development. The Library's publications include the *Commercial Documentation Bulletin*, a listing of current books, articles and reports on trade and business, *Foreign Market Reference Sources*; and the *Small Business Newsletter*, which caters to the interest of small businessmen.

## Guidance for Municipalities

Industry has come to expect that municipalities generally will provide industrial sites for plant location.

Therefore, as part of an ongoing program, the Ministry arranges seminars for members of municipal councils and their industrial commissioners to assist them with local industrial development programs, development of industrial parks and special servicing needs of new industries – all of which helps

regional employment.

The result is a clearer understanding by municipalities of industry's service needs, the employment factor, business development and community partnership. Municipal industrial surveys, listing of industrial building sites, and the constant updating of statistics on new manufacturing and industrial space add a further dimension to these services.

## Manufacturing Opportunities

Closely allied are a number of major programs geared to assist established industry find new business opportunities that will keep production lines at peak capacity while maintaining or increasing employment levels.

## Bulletin is Widely Read

How do we keep you up-to-date on all of these programs? Today, one of the most comprehensive publications available to Ontario industry is the monthly, five-section, *Manufacturing Opportunities Bulletin*, regularly distributed to some 5,000 manufacturing companies in the Province. The Ministry also invites companies abroad interested in manufacturing their products in Ontario or seeking contract suppliers, to list their requirements in the bulletin.





## Joint Venture Licensing Lists

Domestic and foreign companies who wish to establish manufacturing facilities in Canada as a Joint Venture often meet through the free bulletin service before being introduced directly.

In the Products and Processes section, foreign companies are invited to list items available for production in Ontario on a Licensing basis. Other sections contain listings of surplus production facilities and equipment that become available because of business cycles in certain industries. There is also information to assist Canadian inventors to present their ideas to interested Ontario industry.

Over the years many Ontario manufacturers have found the bulletin a valuable and profitable point of reference in adding new product lines.

## Missions Abroad

The Product Prospecting Missions – an outgrowth of the bulletin service – provide small groups of Ontario industrialists with further opportunities to view new products and ideas introduced at major international trade fairs and discuss manufacturing, licensing and joint venture arrangements with foreign industrialists.

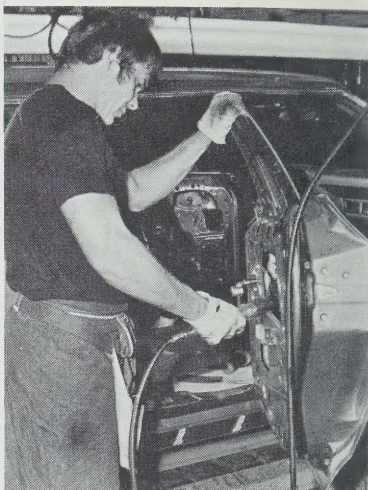
# industry services

## MOD's Bring Ministry to You

On the local level and with the aim of saving travel time for the businessman seeking new business opportunities, the Ministry sponsors a number of Manufacturing Opportunity Day events annually in various municipalities in the Province. Appointments are made in advance for the three or four day events and company representatives can meet with industrial development officers who come equipped to review some 1,000 new product files and discuss licensing arrangements.

## The Service Industry Team

Expansion and diversification create the need for a wide range of service industries. This branch and its 21 Ontario field offices are a team you should know. They specialize in business counselling to all service companies in the Province. If your company services industrial or commercial firms in Ontario, business advice on cost management and expansion is offered.



## Aid Service Industry

Firms engaged in accommodation, business management, construction, distribution (wholesale and retail), engineering or scientific services, film production and transportation, are typical of the service industries which could take advantage of the problem solving, information and seminar services provided by this branch of the Ministry.

## Reports on Industry

Long-range reviews on specific industries and continuous analyses programs with full information for service industries establishing in new locations are provided by the Service Industry branch.





The Industrial Research branch provides the research requirements not only of the Industry Division but those of the rest of the Ministry as they relate to industrial development. In-depth studies on segments of the Ontario manufacturing economy are the basis for data that finds its way into seminars and provides input to Ministry programs. This research support which is also provided to the Ontario Development Corporation, includes marketing information vital to industries establishing or expanding operations in Ontario. Data is developed in response to the needs of industrial development officers and short market reports are provided to manufacturers in the Province.

## Our Publications

*Doing Business in Ontario/Canada* answers questions that relate to methods of financing, types of ownership, incorporation, tax and labor laws as well as customs duties, patents and trade marks. This is an introductory guide for companies considering establishing facilities in Ontario.

The monthly *Manufacturing Opportunities Bulletin* has been described earlier.

The *Directory of Industrial Development Contacts* lists all Ministry personnel contacts throughout the world; Industrial Development Bank and Chartered Bank contacts; county, regional or district municipal contacts across Ontario.

The *Municipal Industrial Development Guide* is a comprehensive outline of information needed by a municipality in developing an industrial development organization and program.

Our *Industrial Survey Reports* have proved an excellent source of information to companies requiring outlines of industrial, business, and social profiles of specific Ontario communities.

## For Further Information:

Please contact:

Ministry of Industry and Tourism  
Industry Services  
Hearst Block  
900 Bay Street  
TORONTO,  
Ontario M7A 2E4  
Telephone No. (416) 965-5834  
Telex No. 06-219786  
or the Ministry field office in  
your area.

# trade services

**The objective of the Division of Trade is to assist Ontario manufacturers and their support industries in marketing their products and services successfully and profitably both in Canada and for export abroad.**

Because of the nature of its objectives, the Division of Trade of the Ministry is structured in three ways; Domestic Marketing – International Marketing – All are staffed by both experienced marketing consultants – with extensive business experience – and Trade Research with highly qualified economists.

## **DOMESTIC MARKETING**

This branch assists Ontario manufacturers in obtaining maximum sales in the domestic marketplace. Marketing consultants are specialized in industrial and consumer product sectors and handle a series of programs that are designed to assist companies to be more competitive in the Canadian market. The principal services available from this branch are:

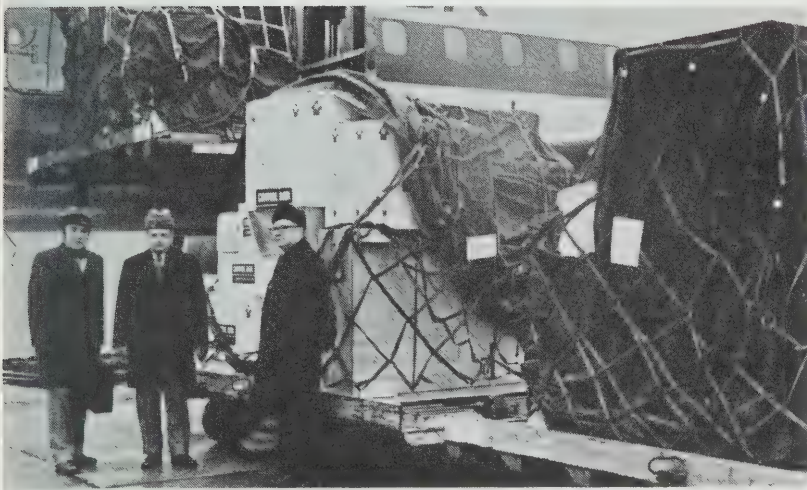
**Consultations** – on-site discussions of marketing plans and strategy for products and services.

**Distribution** – sales agents and distributors are located and encouraged to sell Ontario made products on behalf of our local industries.

**Forums and Conferences** – subjects include market research, planning, forecasts, pricing, packaging, advertising and sales promotion methods.

**Trade Shows and Exhibitions** – recommendations on exhibit space, show locations, freight forwarding, product display, are furnished upon request.





**Publications** – the *Marketing Opportunities Bulletin* published monthly classifies sales leads, incoming buyers, agents and distributors seeking Ontario products and capital projects for tendering. The *Trade and Export Journal* provides trade news, case histories, and a calendar of coming events.

**Awards Programs** – the “Eedee” and “Trillium” Awards Programs have been designed to provide public recognition and buyer approval for new design and marketing successes, and supports contest winners to obtain maximum sales in the domestic and international marketplace.

**Economic Factors** – the study by commodity sector of all financial and trade journals are analyzed and capsulized for easy reference.

**Inter-Provincial** – Ontario companies wishing to increase sales, establish licensing arrangements or joint ventures in other Provinces are provided specialized assistance.

**Sourcing Ontario Products** – information on sources of supply of products and services is made available to buyers and management.

**Marketing Strategy Centre** – a showroom and planning centre equipped with the latest information retrieval systems and statistics for planning a sales marketing program for individual companies.

# trade services

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## INTERNATIONAL MARKETING

This branch guides and assists Ontario manufacturers in their efforts to establish themselves in international markets.

A staff of well qualified marketing consultants specializing in specific international markets is available to provide up-to-date information on the markets of the world and the specific techniques required for a company to get established in these markets.

In addition to individual consultations, the following programs and services are offered:

**Trade Missions** – Groups of manufacturers are taken on carefully planned business trips to various world markets to establish on-going business connections.

**International Licensing, Joint Ventures and Manufacturing** – Manufacturers are guided and assisted in establishing manufacturing arrangements in markets which they do not have access to, for the sale of their completed products.



**Incoming Manufacturers Agents and Buyers** – Each year a large number of Agent and Buyers are brought to Ontario to meet with manufacturers and to establish ongoing agency or buyer arrangements.

**International Exhibitions** – Assistance is provided to manufacturers to participate in group displays of their products at appropriate international exhibitions under the Ontario identity.

**Organization of Consortia** – Companies are guided and assisted in the formation of consortia for the purpose of establishing a group approach to a foreign market or to a specific project.





**Export Seminars and Conferences** – Each year appropriate seminars and conferences are organized to acquaint industry with export opportunities generally, or with a specific market area.

**Economic Studies of Foreign Markets** – Through the services of the Research Branch, economic studies of specific countries are made available to manufacturers to assist them in planning a market approach.

**Tariffs and Freight Forwarding** – Guidance is provided to sources of information and services available for shipment of products to world markets.

## TRADE RESEARCH

The activities of the Trade Research Branch are an integral part of the total marketing effort of the Division of Trade, providing economic, statistical and research assistance to the operational activities of the Division as well as servicing other governmental divisions, ministries and agencies, and the business community in Ontario.

The principal services available from the Branch are:

**Foreign Market Studies** – General economic analyses and market assessments available for most countries in the world.

**Domestic Market Studies** – Analyses of market opportunities available in Canada for Ontario businessmen.

**Economic Studies** – Relate to important international and domestic economic developments – Tariffs, NTB's, Trade Blocs, MNC's, Import Substitution, etc.

**Statistical Information and Economic Data** – Latest statistics are provided on Ontario exports and imports by country and commodity, foreign economic data, Canadian manufacturing information, and Ontario economic statistics.

# trade services

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**Forecasts** – Short term forecasts are made emphasizing the growth potential of Ontario's exports in certain markets.

**Capital Projects in Canada** – Economic analysis of capital projects in Ontario and Canada.

**Government Incentive Assistance and Research Programs** – Up-to-date information is available on Federal and Ontario Government programs.

**Commodity Studies** – Research into the domestic and foreign market potential for specific Ontario industries.

## Publications:

(a) *Statistics for Profit* – Information designed to make Ontario manufacturers more aware of profitable market areas.

(b) *Ontario Exports by Countries and Commodities* – Indicates the trend, destination and composition of Ontario exports.

(c) *Ontario in Statistics* – Summary statement of the Ontario economy.

## For Further Information:

Please contact:  
Ministry of Industry and Tourism  
Trade Services  
Hearst Block  
900 Bay Street  
TORONTO, Ontario  
M7A 2E6  
Telephone No. (416) 965-5701  
Telex No. 06-219786  
or the Ministry field office in your area.





# tourism services

**The objective: To increase tourism revenues and employment through improvement, development and marketing of tourism in the Province.**

Visitors to Ontario must be informed on a continuing basis about the Province's traditional tourist appeals and attractions and the desirability of travelling in Ontario. But the Ministry's Division of Tourism is also keenly aware of its growing role as a consultant to private and public enterprises on tourist development and long range tourism research and planning.

Besides providing promotion and travel services, therefore, the division has its own research facilities and is in a position to offer technical and management advice as well as financial assistance. All of these services are made available in conjunction with the Ministry's field offices located

throughout the Province and in major international centres.

Because of its size and the contribution it makes to the Province, we recognize that our tourism industry is a vital part of Ontario's economic structure. It makes sense to protect such a valuable asset.

## Tourism Development

While the aim of the Division is to increase revenues and employment, it is the Tourism Development branch's job to assure this by providing services that enable tourism establishments to develop, operate, and cater successfully to the travelling public in Ontario, while meeting the changing needs of the market.



# tourism services

Services offered include consultation with established and new tourism operators and information on the latest techniques of effective planning, design, operation and resort management.

Advice is also provided to potential tourism developers on financial feasibility of significant tourist attractions as well as information on financial resources available. These include the Tourism Loan Program and the Ontario Business Incentives Program. The branch also provides information on investment requirements, usual income, expenses and profitability as well as studies on all facets of tourism and opportunities for joint ventures to build and develop tourist enterprises in the Province.

## Tourism Research

As in most organizations today, research and statistical data are the lubricants that keep the machinery turning. The Division of Tourism is no exception: Behind all of the planning, guidance, advice and programming, is the necessary research support service to keep marketing and development wheels revolving.



The branch's surveys and studies are concerned with monitoring visitor habits, destinations and expenditure as well as attractions visited, events of interest indicated. The branch is also vitally interested in the travel patterns and characteristics of Ontario residents.

Its research covers recreational activities and facilities in every season for most areas across the Province.

It aims at providing the most up-to-date information for the successful marketing of both existing and new tourism development opportunities.

While these surveys are done specifically for the Division's internal use, they are available as a guide to new tourism operators and to potential tourism developers.





## Tourism Marketing

Promotion, publicity and advertising are all part of the responsibility of the Tourism Marketing branch, charged with the job of increasing travel in Ontario by residents, other Canadians and visitors from abroad, in all seasons. The Ministry supports 12 regional travel associations with significant administrative grants and cost-sharing programs for local tourism marketing and development activities.

Advertising, using radio, television and the press, builds awareness of Ontario as a year-round vacation destination with appeal to travellers in Canada and the U.S.

A film library, numerous publications, plus an ongoing editorial and photography service to the media keeps Ontario in the public eye. Familiarization tours for the media and trade as well as carrier promotions aimed at developing more Ontario destinations means more visitor dollars.

A travel counselling service provides information and advice to prospective groups and individuals before and during visits. Emphasis is placed on co-operative, promotional and educational programs with travel information outlets in the Province and abroad.

Ontario Travel Information centres are located at major border crossings and on principal highways.

Package tours and special interest group travel programs are among activities arranged by the Ministry to stimulate tourism on a year-round, all season basis.

The promotion of conventions in the Province is one of the newest areas of development. The Ministry provides information and counselling to convention and meeting organizers as well as suggested itineraries to encourage delegates to stay longer, travel further for recreation and vacation purposes.

## For Further Information:

Please contact:  
Ministry of Industry and Tourism

Tourism Services  
Hearst Block  
900 Bay Street  
TORONTO, Ontario M7A 2E5  
Telephone No: (416) 965-4014  
Telex no: 06 219786  
or the Ministry field office in your area.

# small business operations

**The objective: To act as a network of contact points between the businessman and the specialized services of the Ministry.**

Two words that most aptly describe the Small Business Operations Division of the Ministry are availability and accessibility. The decisions formerly made only at Queen's Park head office, are now made on-site by Division personnel right in the areas where they are required. Making Ministry programs and services better known — that's availability! Putting its personnel where they can be most useful — that's accessibility!

## Six Operating Areas

As a result, the Province is now divided into six Operating areas: Southwestern Ontario (London, Windsor, Owen Sound); Central Ontario West (Kitchener, Hamilton, St. Catharines-Niagara); Central Ontario East (Toronto, Huntsville, Barrie, Orillia and Peterborough); Eastern Ontario (Ottawa, Arnprior, Brockville, Kingston); Northeastern (Sudbury, North Bay, Sault Ste. Marie, Timmins); Northwestern (Thunder Bay, Kenora, Fort Frances). Staff includes field directors, industrial and tourism development officers, tourist and travel personnel as well as consultants from the Province's three Development Corporations. A co-ordinated group of marketing, finance and manufacturing specialists and industrial site location consultants is always ready to work with the Division.

## Unique Background Helps

On the domestic industrial scene the Division is responsible for a variety of activities aimed at improving industrial development, providing business counselling through government programs and research groups and being of general assistance to the service industry and small business.

Our personnel's unique background in the business world and Ministry programs and services make them vital sources of information. The knowledge that their value lies in these areas means that they keep informed constantly on industrial activities and potential developments both at home and abroad. These officers carry out an ongoing program of visits to industries in their territories.

## Skilled Workers Recruited

Realizing that industry periodically experiences shortages of skilled personnel, causing curtailment in company expansion and reduced productivity, the Division's selective placement group is constantly surveying areas where potential employees may be located. Some 1,000 vacancies are filled annually.





One company claimed that recruitment of nine highly skilled workers resulted in a labor force increase of 119 overall.

The Division also provides information on the following: Industrial sites available and costs in various municipalities; income and realty taxes; the availability and comparative costs of utilities, services and transportation; customs duties; sourcing of raw materials and pollution control regulations.

### **Provide International Counsel**

Every year the Division's international business counsellors meet face-to-face with a steadily growing number of foreign industrialists, buyers and tourism wholesalers in an all-out effort to direct new technology into Ontario industry, expand export markets for the Province's products and attract more visitors.

Upwards of 1,500 members of Ontario's business community visit the Ministry's 15 offices abroad annually, either as members of the various Sales, Manufacturing, Technology and Product Prospecting missions, or as individuals.

### **Two-way Activity Encouraged**

Overseas counsellors, on the other hand, send hundreds of carefully selected potential buyers to Canada annually to evaluate Ontario products exhibited at domestic trade shows in various centres.

The aim of all this two-way activity is to encourage foreign manufacturers to negotiate joint ventures or licensing agreements with Ontario companies; locate new manufacturing facilities here and arrange sub-contract production in the Province. The Ministry is most interested in attracting tourists from abroad and encourages tour organizers and foreign travel wholesalers to schedule group travel to Ontario.

The Ministry's services also include the location of specialized professional services and skills not available in Canada.

### **For Further Information:**

Please contact:  
Ministry of Industry and Tourism  
Small Business Operations Services  
Hearst Block  
900 Bay Street  
TORONTO, Ontario M7A 2E8  
Telephone No.  
(416) 965-0410  
Telex No. 06-219786  
or the Ministry field office in your area, as listed on the following pages.

# small business operations

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## FIELD OFFICES – ONTARIO

Fred J. Hall  
Senior Director  
Hearst Block  
900 Bay Street  
Toronto, Ontario M7A 2E8  
Telephone: (416) 965-0410

## Central East Ontario

C. B. MacConnell  
Director

### Fairview Office

Suite 480  
5 Fairview Mall Drive  
WILLOWDALE, Ontario  
M2J 2Z1  
Telephone: (416) 491-7680

### Orillia

2nd floor, Sterling Trust Bldg.  
73 Mississauga Street East  
P.O. Box 488  
ORILLIA, Ontario  
Telephone: (705) 325-1363

### Huntsville

Box 1410  
15 Main Street East  
HUNTSVILLE, Ontario  
P0A 1K0  
Telephone: (705) 789-4448

### Peterborough

139 George Street North  
PETERBOROUGH, Ontario  
K9J 6Z3  
Telephone: (705) 742-3459

### Barrie

Ontario Travel Information  
Centre  
Highway #400  
BARRIE, Ontario  
L4M 4T5  
Telephone: (705) 726-0932

## Central West Ontario

R. J. Halfnight  
Director

### Kitchener

305 King Street West  
KITCHENER, Ontario  
N2G 1B9  
Telephone: (519) 744-6391

### St. Catharines

Garden City Skyway  
ST. CATHARINES, Ontario  
L2R 3H7  
Telephone: (416) 684-2345





## Eastern Ontario

T. A. Lillico

Director

### Ottawa

Suite 900

220 Laurier Ave. West

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K1P 5J8

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### Arnprior

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ARNPRIOR, Ontario

K7S 2N7

Telephone: (613) 623-3153

### Brockville

143 Parkdale Avenue

BROCKVILLE, Ontario

Telephone: (613) 342-5522

### Kingston

4th floor, Princess Anne Bldg.

797 Princess Street

KINGSTON, Ontario

K7L 1G1

Telephone: (613) 546-0174

## Northeastern Ontario

J. R. McHattie

Director

### Sudbury

767 Barrydowne Road

SUDBURY, Ontario

P3A 3T6

Telephone: (705) 560-1330

### North Bay

Northgate Shopping Centre

1500 Fisher Street

P.O. Box 885

NORTH BAY, Ontario

P1B 8K1

Telephone: (705) 472-9660

### Timmins

261 Third Avenue

TIMMINS, Ontario

P4N 1E2

Telephone: (705) 264-5393

### Sault Ste. Marie

120 Huron Street

P.O. Box 1196

SAULT STE. MARIE, Ontario

P6A 5N7

Telephone: (705) 253-1103

# small business operations

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## **FIELD OFFICES – ONTARIO Northwestern Ontario**

B. R. Dobson  
Director

### **Thunder Bay**

Ontario Government Building  
435 James St. South  
P.O. Box 5000  
THUNDER BAY, "F", Ontario  
P7E 6E3  
Telephone: (807) 623-9501

### **Kenora**

808 Robertson Street  
KENORA, Ontario  
P9N 3X4  
Telephone: (807) 468-7622

### **Fort Frances**

283 Church Street  
P.O. Box 815  
FORT FRANCES, Ontario  
P9A 3N1  
Telephone: (807) 274-3250

## **Southwestern Ontario**

D. C. Watson  
Director

### **London**

Suite 607  
195 Dufferin Street  
LONDON, Ontario  
N6A 1K7  
Telephone: (519) 433-8105

### **Owen Sound**

P.O. Box 485  
Suite 104  
1131 Second Avenue East  
OWEN SOUND, Ontario  
N4K 5P7  
Telephone: (519) 376-3875

### **Windsor**

Suite 206  
875 Ouellette Avenue  
WINDSOR, Ontario  
Telephone: (519) 252-3475





## **FIELD OFFICES – INTERNATIONAL**

### **London, England**

#### **ONTARIO HOUSE**

W. Cornell, Agent General  
Business Development:  
W. T. Thompson, Manager  
Government of  
Ontario/Canada

Ontario House

Charles II Street

LONDON SW1Y 4QS,

England

Telephone: 01-930-6404

Cable Address: Ontarilon

Telex: 51-262517

### **Overseas Branch**

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# small business operations

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## **TRAVEL INFORMATION CENTRES**

### **Open All Year**

#### **Barrie**

Highway #400 at Barrie

#### **Cornwall**

Brookdale Avenue, Seaway  
International Bridge Exit

#### **Hill Island**

Highway #137, 1000 Islands  
Bridge

#### **Niagara Falls**

5629 Falls Avenue, Rainbow  
Bridge Exit

#### **St. Catharines**

Garden City Skyway on  
Queen Elizabeth Highway

#### **Sarnia**

Blue Water Bridge Exit

#### **Sault Ste. Marie**

120 Huron Street,  
International Bridge Exit.

#### **Windsor**

110 Park Street East, on Park  
Street, to right of  
Windsor-Detroit Tunnel

### **Open mid-May to mid-September**

#### **Fort Erie**

Goderich Street, opposite  
Walnut, near Peace Bridge  
Exit

#### **Fort Frances**

Church Street, 2 blocks from  
International Bridge Exit

#### **Hawkesbury**

Perley Interprovincial Bridge

#### **Kenora**

Highway #17, west of Kenora

#### **Lancaster**

Highways #401 and Highway  
#2 east of Lancaster

#### **Pigeon River**

International Bridge Exit

#### **Point Fortune**

Highways #17 at Quebec  
Boundary

#### **Prescott**

Prescott-Ogdensburg Bridge  
Exit

#### **Rainy River**

International Bridge Exit

#### **Windsor**

East of Ambassador Bridge  
Exit



# financial services

**The objective of the Development Corporations in Ontario is to provide financial assistance and advisory services to business so as to stimulate industrial growth in the Province.**

Through the Ontario Development Corporation and two sister organizations in Northern and Eastern Ontario, the Government of the Province provides financial and advisory services. These are vital to manufacturing industries and the service industries allied to manufacturing, such as tourism operations and tourist attractions which will benefit local resort operators.

While the substantial advisory services of the Ministry are available on a "moment's notice" basis, much of the work of the Development Corporations in Ontario is of a financial nature aimed at encouraging new industrial development and expansion. The Corporations administer a variety of special incentive and long-term loans, under the Ontario Business Incentive Program. These are tailored to fit a growing number of business requirements in locations and situations where financing is often not available from conventional lending sources or where an incentive is required to achieve a development objective.

Replacing the performance loans program, which were interest free and forgivable, Business Incentive Program loans are repayable although they may be deferred until the borrowing company becomes established. Up to five years freedom from capital and interest repayment is provided under some incentive loans.

Financial assistance stretches from term loans to small business and venture capital for Canadian-owned companies developing new technology ideas, products and processes to industrial mortgages and leasebacks and loans to help install pollution control equipment.

The Development Corporations also finance a number of export loans with the same objective of stimulating the industrial growth of the Province.

These provide for the short term financing required in manufacturing and warehousing goods destined for export markets. They are also available for short and medium-term financing of capital and consumer goods at time of export.

For tourist operations, financial assistance, through loans, is available in establishing new facilities or expansion in areas where tourism is of prime economic importance locally.



## **For Further Information:**

Please contact:

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or the Ministry field office in  
your area.

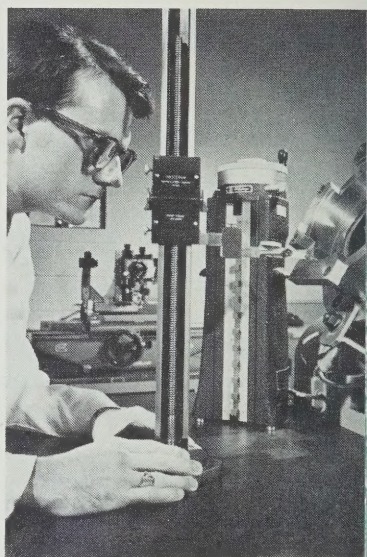
# ontario research foundation

**To provide innovative research and development facilities and comprehensive technological facilities to small and medium-sized companies that are not large enough to maintain their own R & D divisions; and to offer technological specializations to larger companies to complement their own resources.**

## Ontario Research Foundation

Supported by grants from the Ontario Government and with funds generated by its contract work, the Ontario Research Foundation in Sheridan Park Research Community is Canada's most complete resource for contract research and development. O.R.F. undertakes technical projects for large and small companies as well as government in nine fields of science, including applied chemistry and physics, engineering, environmental and materials chemistry, metallurgy and textiles.

O.R.F.'s primary role lies in providing innovative research and development capabilities and comprehensive technological support services to companies that are not large enough to have their own facilities, and in offering specialization to larger companies having their own in-house resources.



## For Further Information:

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